

Supplemental Terms for On-Premises Software

- 1. Scope.** These Supplemental Terms are incorporated into the Master Solutions Agreement (“Agreement”) and applicable Order(s) solely with respect to Customer’s access and use of any On-Premises Software. Capitalized terms not otherwise defined in these Supplemental Terms will have their respective meanings assigned to them in the Agreement.
- 2. Support and Maintenance.** During an applicable Order Term, Semperis will provide technical support pursuant to the support scheme, hours, and channels detailed in the Service Levels and Support Description located at www.semperis.com/contracts. Support includes Bug Fixes for errors, bugs or malfunctions that are reported, provided that Semperis is able to reproduce the error, bug or malfunction in question. Customer agrees to reasonably cooperate with Semperis, including conducting diagnostic or troubleshooting activities as requested. “Bug Fix” means software code intended to correct, repair, remove or workaround an error, fault or malfunction in the On-Premises Software.
- 3. Updates.** During an applicable Order Term, Semperis will periodically provide Customer with Updates that are made generally available to customers for the applicable On-Premises Software at no additional charge. Unless an Update is designated as optional, Customer agrees to install all Updates as soon as practicable after they are made available. Depending on Software type and/or Customer’s settings, certain Updates may be automatically transmitted to Customer and/or installed. Customer is solely responsible for (a) continued access of the On-Premises Software to monitor for Updates, alerts, or warnings issued through the On-Premises Software, and (b) installation of all Updates. Updates relating to the report templates and security alerts are automatically transmitted from Semperis’ server and installed in Customer’s instance of the On-Premise Software, periodically as released. “Update” means any update, upgrade, release, or other modification of the features or functionality that Semperis provides during the Order Term, which may contain, among other things, security indicators, report templates, error corrections, or improvements.